

JOHN KOBIE CAPARAS

155c Session RD Batasan hills Quezon City 1126 |

(+63)956-945-1545 |

kobiemanalotocaparas@gmail.com

CAREER SUMMARY:

I am a seasoned call center professional with almost 5 years of experience specializing in technical support, sales and customer service. My background includes delivering exceptional customer experience by resolving complex technical issues and assisting customers with inquiries converting those into sales calls. Driving sales to meet and exceed targets. I can adapt and communicate to build strong relationships with clients.

SKILLS:

- Leadership & Team Management: Mentoring, coaching, team planning, and performance development
- IT Support & Troubleshooting: Phone, email, and chat support; incident management; remote installation and diagnostics
- Performance & Metrics Monitoring: Quality Assurance, Adherence, Metrics needed by the client
- Process Improvement: Root cause analysis, documentation, persuading, negotiating and excellent verbal communication skills
- Communication & Collaboration: MS Teams, Zoom, Slack, and Google Workspace

WORK EXPERIENCE:

Sidekick VA

ISA/Cold Caller | January 11, 2025 – Present

- Research and identify potential customers or decision-makers.
- Make a high volume of outbound calls to prospects daily.
- Deliver a clear, engaging, and persuasive sales pitch.
- Provide accurate information to build trust.
- Schedule qualified appointments for the sales team.
- Maintain consistent communication with leads who showed interest.

Accenture

Sales associate/ Customer Service | October 14, 2023 – January 05, 2025

- Identify prospective customers, lead generation, and conversion
- Develop and maintain strong relationships with clients.
- Provide product demonstrations and handle objections effectively
- Meet or exceed sales targets and KPIs
- Negotiate prices and terms of sales agreements

IQORPH

Tech support | Senior Agent | March 17, 2021 – July 08, 2023

- Delivered IT support via phone, email, and chat; prioritized and resolved incidents based on severity.
- Performed remote installations and guided users through setup and troubleshooting procedures.
- Ensure user satisfaction and retention by providing responsive tech support.
- Process orders, forms, applications, and requests
- Provide accurate, valid, and complete information using the right tools and systems
- Stay up-to-date with product knowledge and service offerings
- Identify and assess customer needs to achieve satisfaction

EDUCATION:

2018 – 2020 | UNIVERSITY OF PERPEPTUAL HELP SYSTEM DALTA || SHS
Humanities and Social Science